



# Appeals and State Hearings Newsletter

Website: [www.ladpss.org](http://www.ladpss.org)

November 2004

Our address: 3833 S Vermont Ave - 4<sup>th</sup> floor  
Los Angeles, CA 90037

## Coming Attraction!!!



The Appeals & State Hearings Section has changed its Post Office box mailing address to a location closer to ASH Headquarters. As you know, the Post Office box mailing address is one of two ways in which participants can request a State Hearing if they are not satisfied with a county action or inaction. All automated systems, including LEADER, are being programmed to reflect the change. In addition, there will be an Administrative Directive and a Forms Manual Letter coming out soon! For your information, the old Post Office Box address in Glendale will remain open until full conversion takes place. The new address is:

**P.O. Box 18890  
Los Angeles, CA 90018.**



## Compliance Database Enhancement



Enhancements have been made to the Compliance LOTUS Database for better tracking of the progress of compliances with state hearing decisions. The overdue reports now include a column labeled "Pending Review". An "N" identifier means that ASH has not received a completed response so the compliance is overdue. A "Y" notation means that ASH received a response that must be reviewed for full compliance. If the response is not satisfactory, ASH will notify the office/region that further documentation is needed to meet full compliance.



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## Appeals Liaison of the Year



ASH established the "Appeals Liaison Of The Year" award to recognize the contribution and collaboration of our partners in line staff. Many "shining stars" were nominated and it was difficult to select just one winner. **Congratulations to the recipient of this year's award - Kathy Guerrero, the Appeals Liaison from Metro East #15.** As an essential contributor to the efficiency of the appeals process, she is being recognized for doing an outstanding job in servicing the claimants expeditiously and with a pleasant, helpful attitude. Ms. Guerrero was given flowers, an award document, a gift certificate and many kudos at the 10/21/04 ASH General Staff Meeting.



**Case Correction Memos (PA 411)** sent by ASH to district offices now identify potential Food Stamp errors. If the issue involves Food Stamps, a notation on the upper right hand corner of the PA 411 alerts districts that the case in question may have a potential Food Stamp error!



**In October 2004, there were 193 PA 411s with FS alert notations. Remember that a corrected case means one less error case!!!**